

FIG.1

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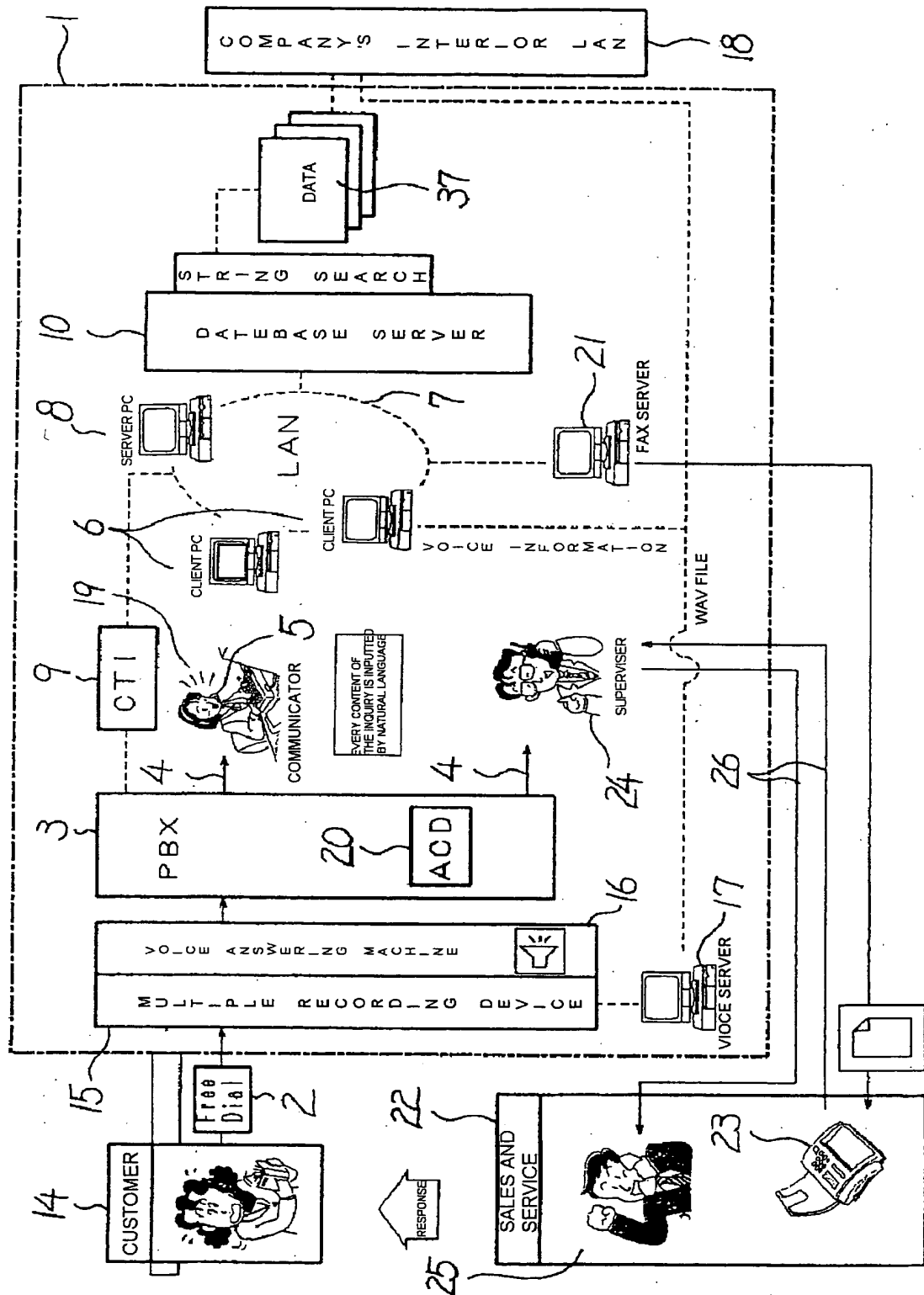


FIG.2  
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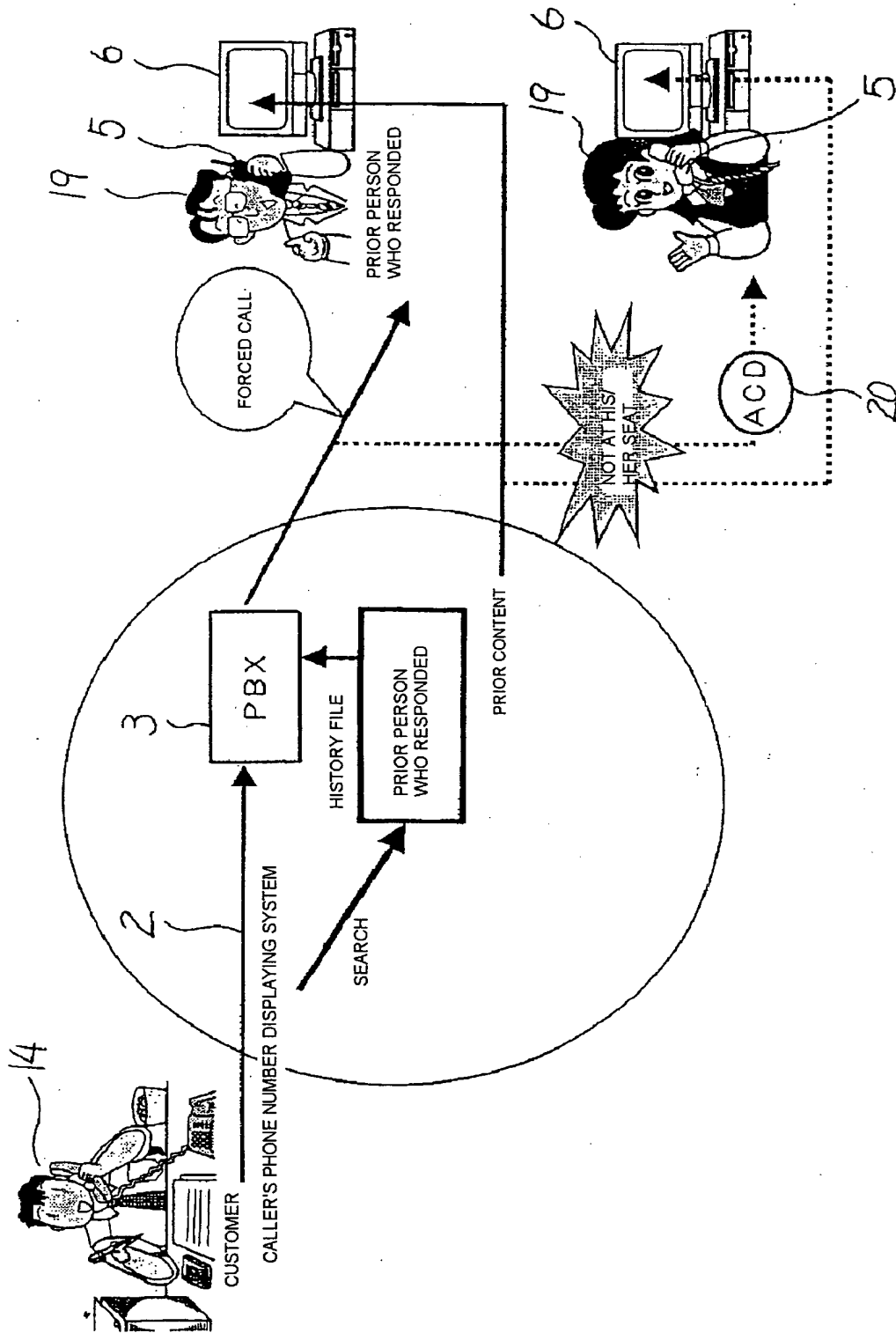


FIG.3  
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35                      33                      31                      34                      35

GROUP ID	COMMUNICATOR ID	TELEPHONE TERMINAL IDENTIFICATION ID	BUSINESS SITUATION INFORMATION
CLERICAL EMPLOYEE 1	TSUTSUMI	123	ON THE PHONE
CLERICAL EMPLOYEE 2	HYO NOJIMA	234 345	NOT AT HIS/HER SEAT
.....			

FIG.4  
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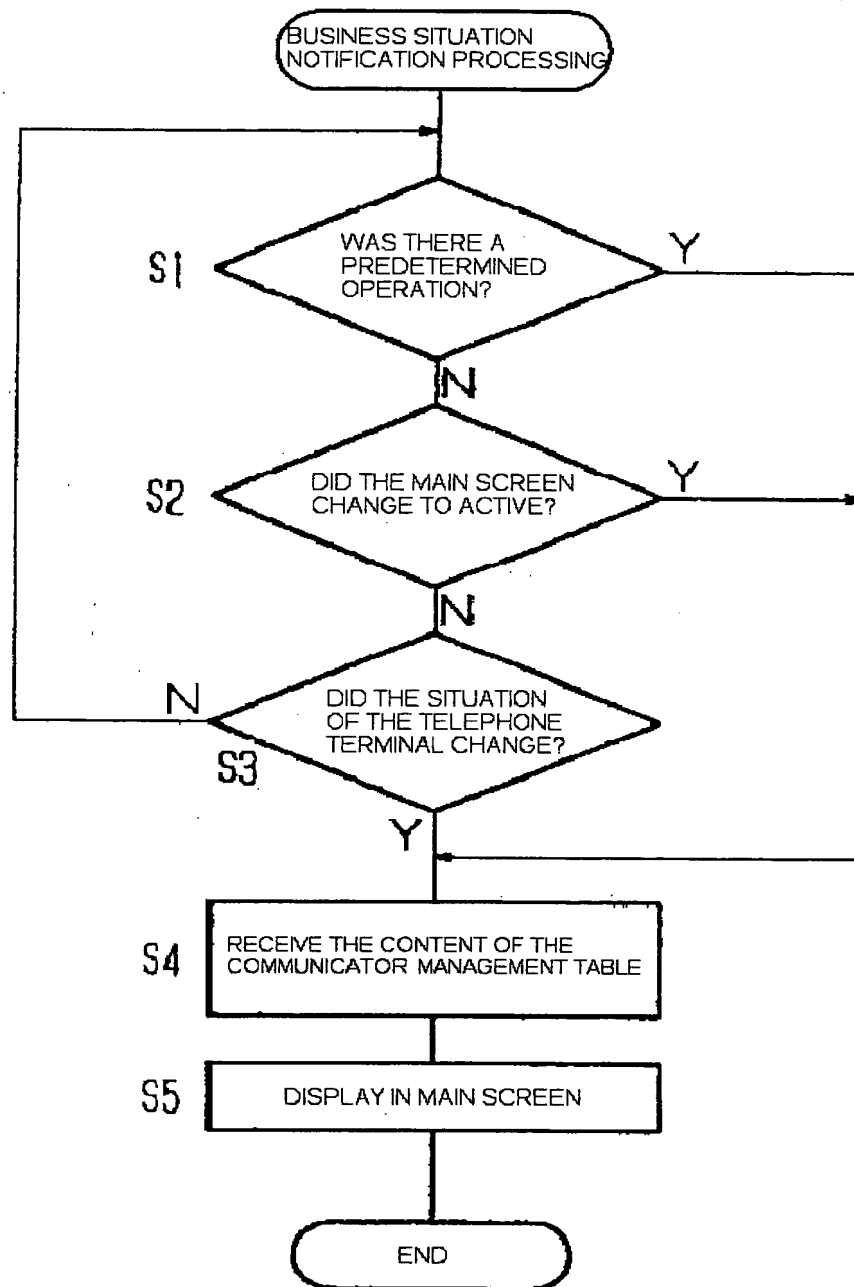


FIG.5  
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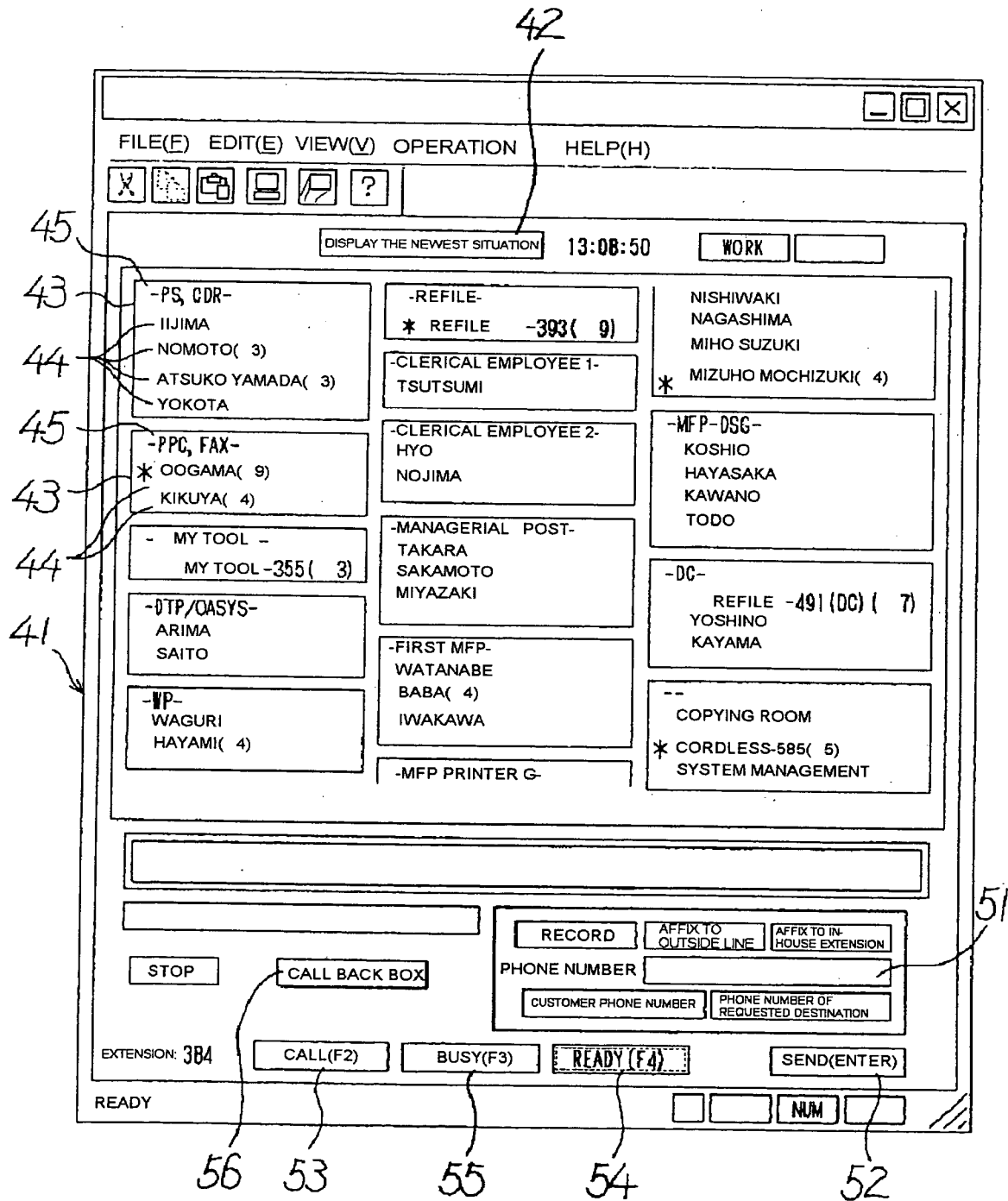
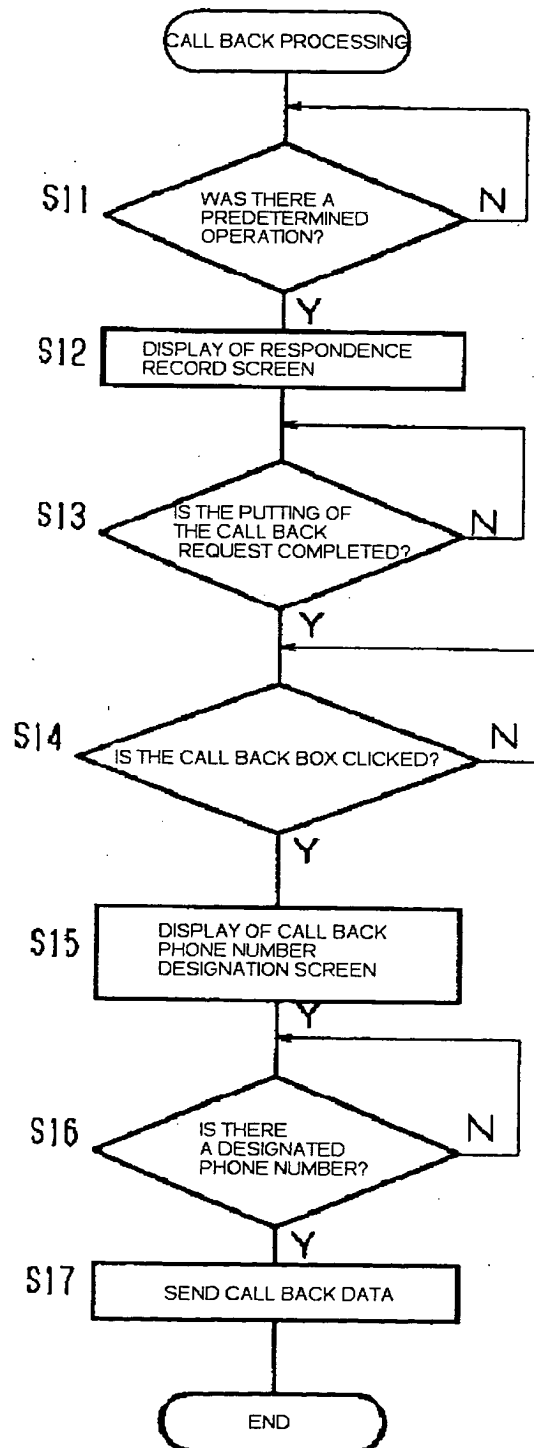


FIG.6  
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FIG.8  
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FIG.9  
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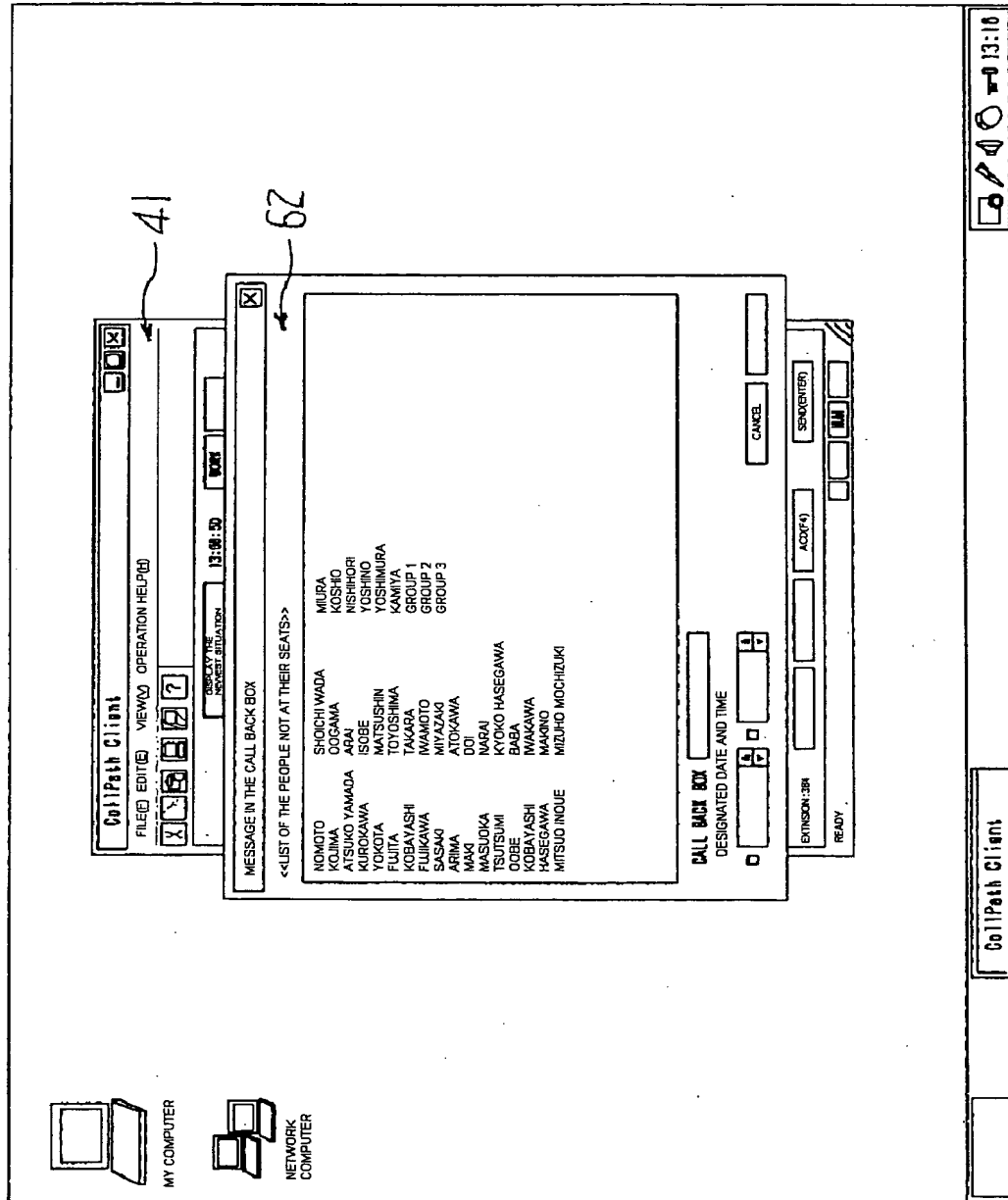


FIG.10  
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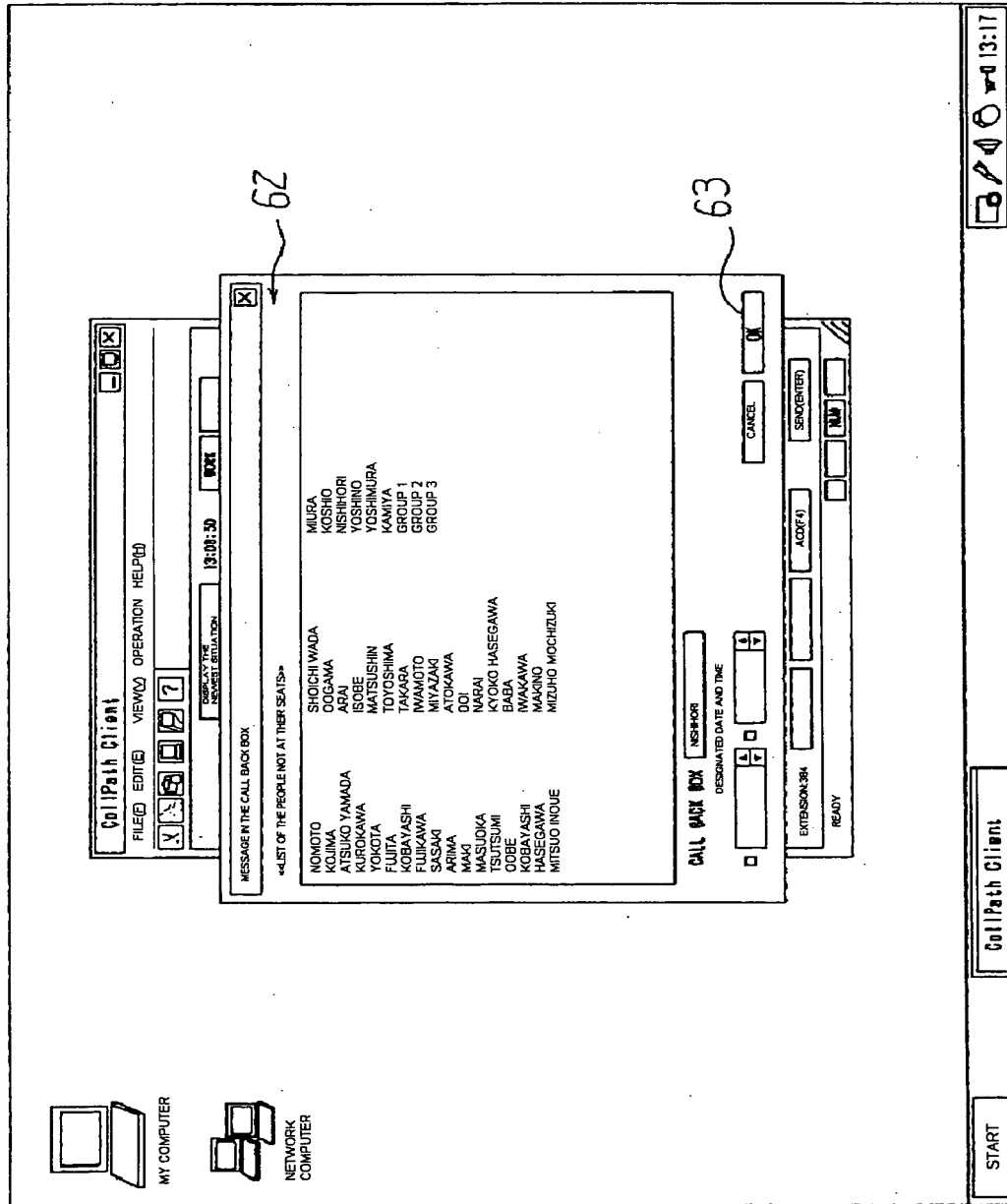


FIG.11  
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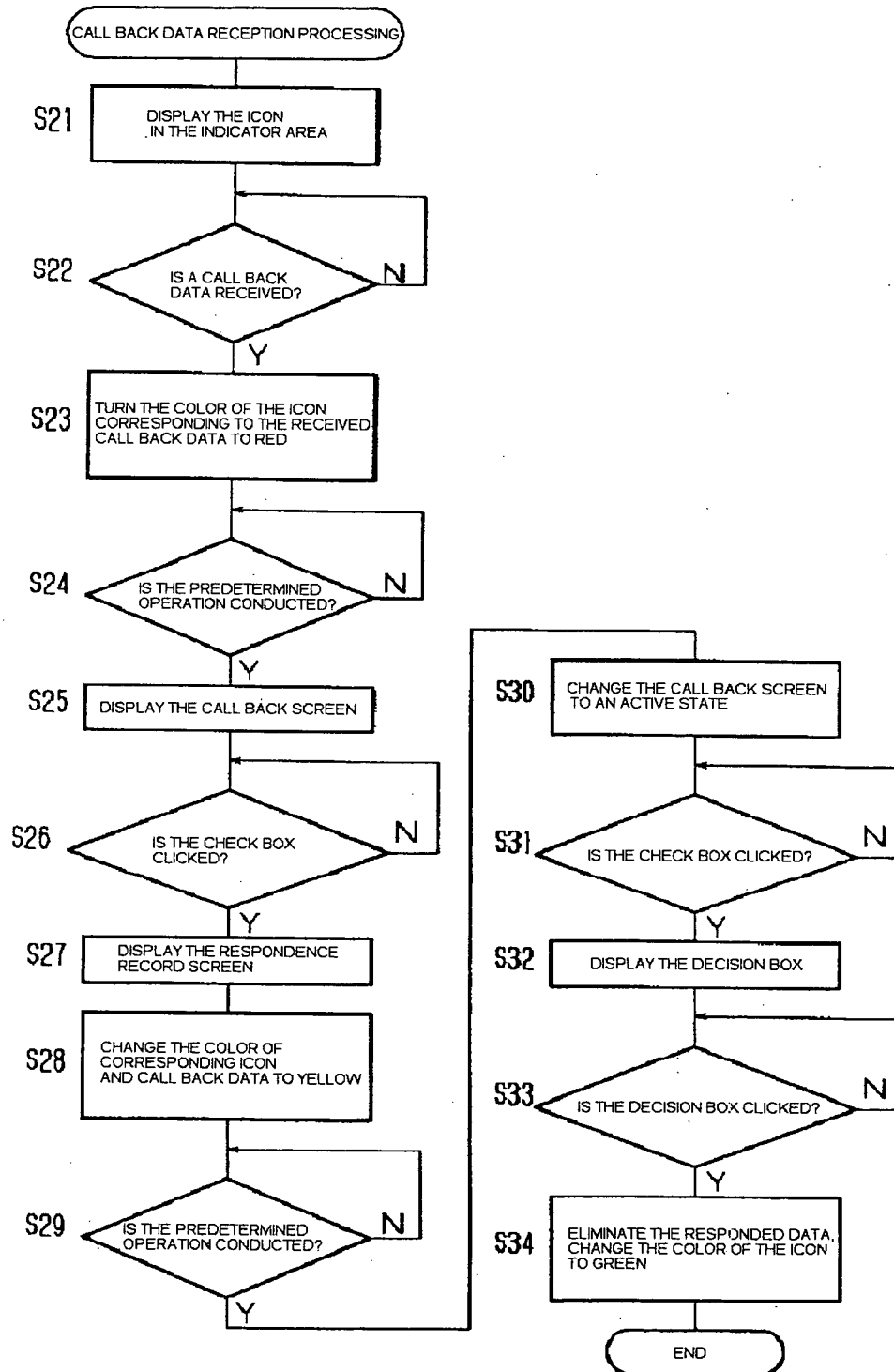


FIG.12  
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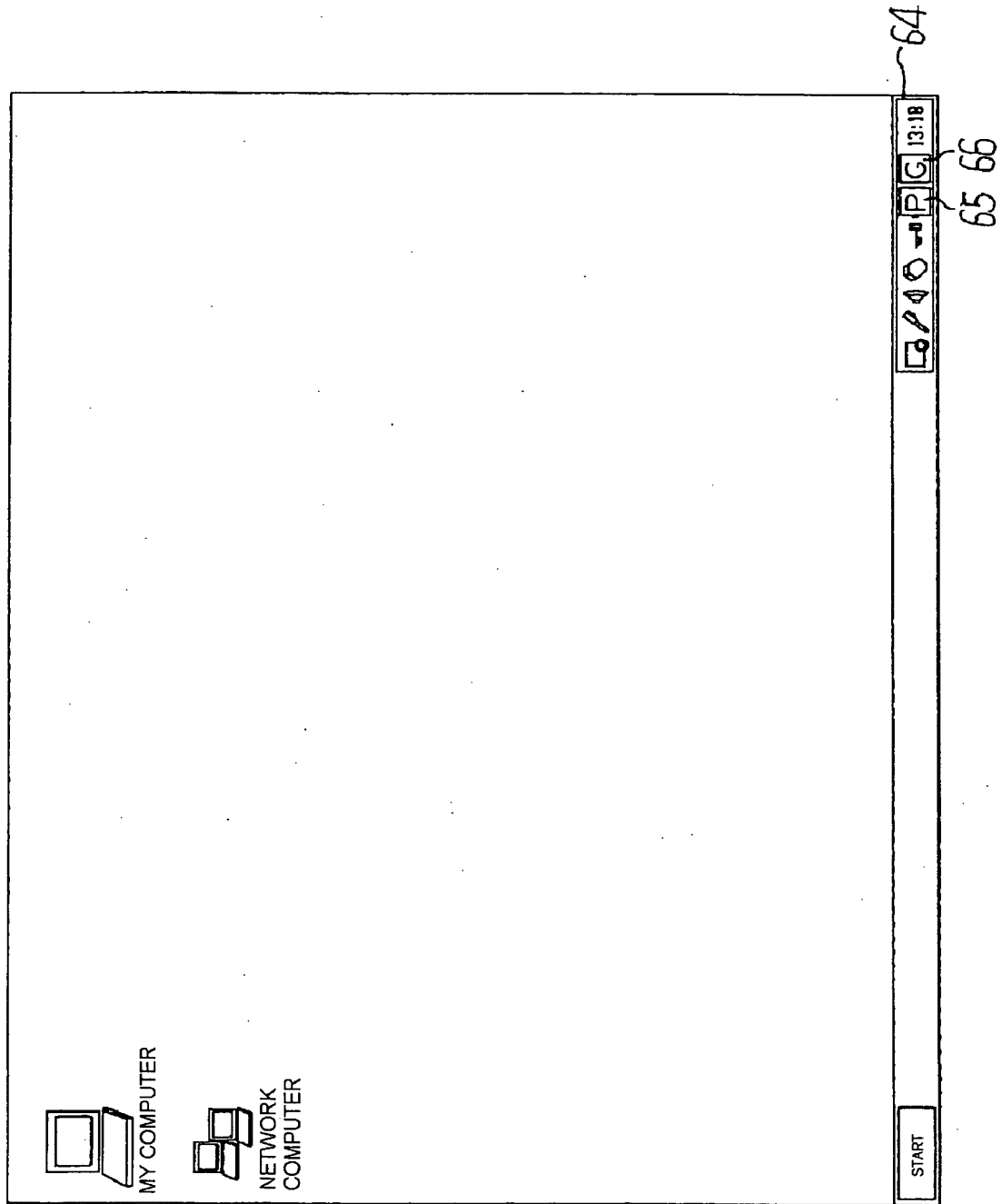


FIG.13  
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GROUP NAME OF MODEL	PERSON IN CHARGE (DESIGNATED)	DATE/TIME (DESIGNATED)	COMPANY CONTENT	NAME	PHONE NUMBER	RECIPIENT	RECEIVED DATE/TIME PROCESSING SITUATION TAG
COPY	NISHIHORI		INQUIRY	ARIGA			03/12 13:15 NOT YET
COPY	NISHIHORI		TROUBLE	NOMOTO			03/12 13:15 NOT YET

FIG.14  
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MY COMPUTER

NETWORK COMPUTER

CALL BACK

GROUP NAME OF MODEL

COPY

RESPONDENCE RECORD SHEET

FILE EDIT VIEW LIST SEARCH EXTENSION FORMAT HELP

PERSON INFORMATION

REFERENCE

RESPONSE SHEET

RECIPIENT

ROUTE

CUSTOMER COMPANY

NAME

ADDRESS

MODEL

PROJECT INFORMATION

NAME

DATE 2002/03/12

TIME 13:13

AREA CODE

DISTRICT

ASSIGNMENT

POST

TEL

FAX

CLASSIFICATION

PRODUCT GROUP

CLASSIFICATION

TEL

FAX

PERSON WHO RESPONDED

CONTENT OF A REPORT

INQUIRY

EXPLANATION

RESPONSE CONTENT

RESPONSE RESULT

CAUSE

ESTIMATED CAUSE

CALLER

USER INQUIRY

PROCESSING TIME

DATE OF REPLY

RECIPIENT

PERSON WHO RESPONDED

AFTER PROCESSING

TOTAL

READY

ACCEPTED DATE/TIME

PROCESSING SITUATION

TAG

03/12 13:15

NOT YET

START

CALL BACK PERSONAL SCREEN

RESPONSE SHEET

64

66

FIG.15  
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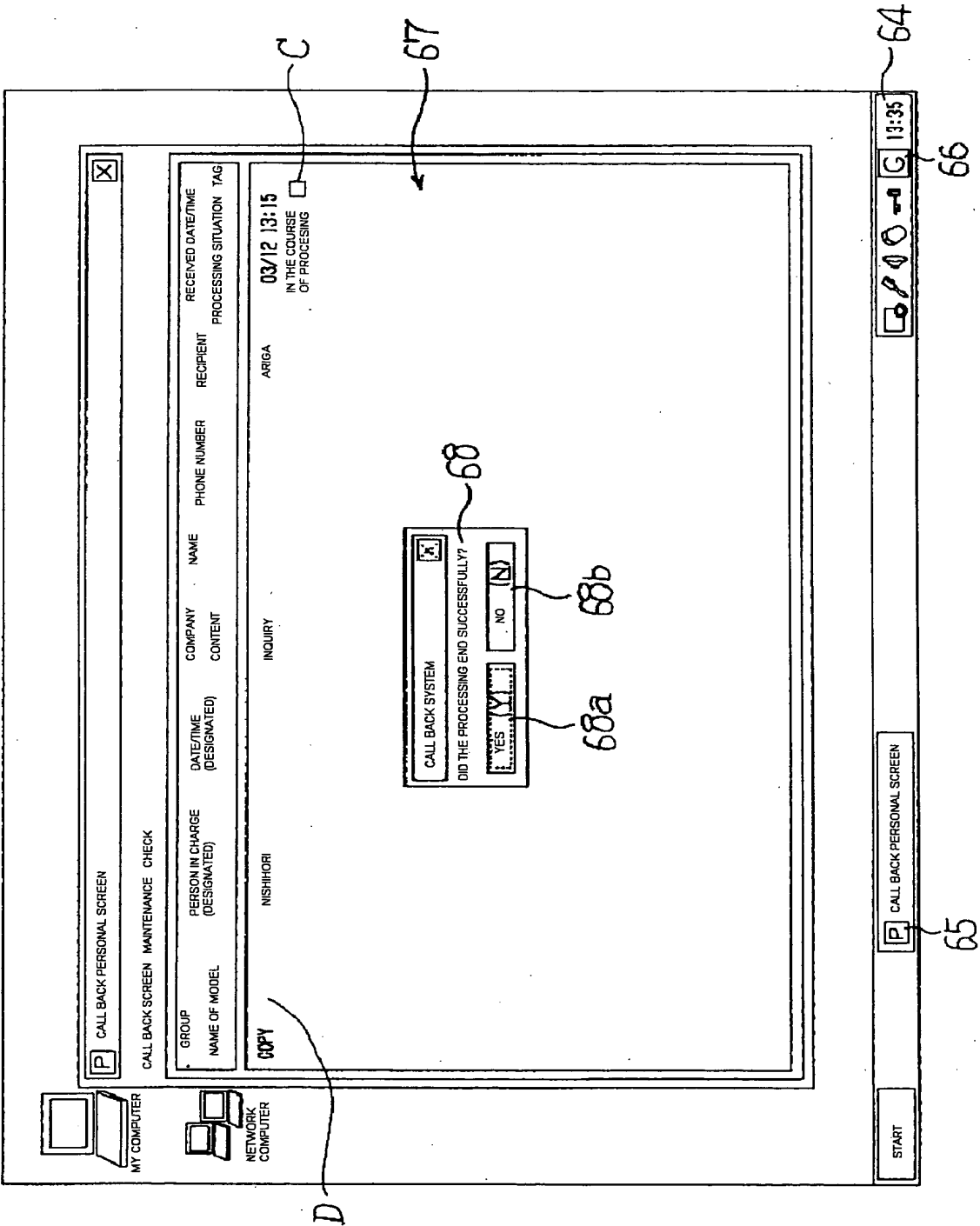


FIG.16  
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